

Massachusetts Division of Insurance
Quarterly Report of Health Maintenance Organization Membership in Closed Network Health Plans
as of December 31, 2013 ¹

COMPARISON OF 4th QUARTER MEMBERSHIP TO LAST THREE QUARTERS

Closed Network

COMPARISON OF 4th QUARTER MEMBERSHIP TO THOSE OF PRIOR THREE QUARTERS	1st Quarter 2013 Members at End of Quarter	2nd Quarter 2013 Members at End of Quarter	3rd Quarter 2013 Members at End of Quarter	4th Quarter 2013 Members at End of Quarter	Member Change 3rd Qtr. 13 to 4th Qtr. 13	Percent Change 3rd Qtr. 13 to 4th Qtr. 13	4th Quarter 2013 Share of Massachusetts Closed Network Market
Aetna Health Inc. ²	1,154	1,116	1,147	1,076	(71)	-6.19%	0.05%
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ³	495,124	497,997	498,294	503,278	4,984	1.00%	23.78%
Boston Medical Center Health Plan, Inc.	272,049	280,229	282,278	290,748	8,470	3.00%	13.74%
CeltiCare Health Plan of Massachusetts, Inc.	17,246	15,166	12,265	11,969	(296)	-2.41%	0.57%
ConnectiCare of Massachusetts, Inc.	2,632	2,649	2,592	2,496	(96)	-3.70%	0.12%
Fallon Community Health Plan, Inc.	154,151	153,826	151,149	151,089	(60)	-0.04%	7.14%
Harvard Pilgrim Health Care, Inc.	259,085	257,648	252,476	246,446	(6,030)	-2.39%	11.64%
Health New England, Inc.	101,162	102,369	103,597	103,848	251	0.24%	4.91%
Neighborhood Health Plan, Inc.	252,476	256,540	265,040	272,962	7,922	2.99%	12.90%
Network Health, LLC	219,405	220,024	219,308	220,795	1,487	0.68%	10.43%
Tufts Associated HMO, Inc. ⁴	324,638	317,850	314,901	311,870	(3,031)	-0.96%	14.73%
Totals	2,099,122	2,105,414	2,103,047	2,116,577	13,530	0.64%	100.00%

PPO

COMPARISON OF 4th QUARTER MEMBERSHIP TO THOSE OF PRIOR THREE QUARTERS	1st Quarter 2013 Members at End of Quarter	2nd Quarter 2013 Members at End of Quarter	3rd Quarter 2013 Members at End of Quarter	4th Quarter 2013 Members at End of Quarter	Member Change 3rd Qtr. 13 to 4th Qtr. 13	Percent Change 3rd Qtr. 13 to 4th Qtr. 13	4th Quarter 2013 Share of Massachusetts PPO Market
Aetna Health Inc. ²	1,084	901	502	323	(179)	-35.66%	0.2%
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ³	108,972	110,281	113,087	116,030	2,943	2.60%	78.5%
Boston Medical Center Health Plan, Inc.	0	0	0	0	0	0.00%	0.0%
CeltiCare Health Plan of Massachusetts, Inc.	0	0	0	0	0	0.00%	0.0%
ConnectiCare of Massachusetts, Inc.	312	269	270	304	34	12.59%	0.2%
Fallon Community Health Plan, Inc.	127	124	122	124	2	1.64%	0.1%
Harvard Pilgrim Health Care, Inc.	26,682	26,120	25,992	25,600	(392)	-1.51%	17.3%
Health New England, Inc.	3,100	3,100	3,111	3,162	51	1.64%	2.1%
Neighborhood Health Plan, Inc.	0	0	0	0	0	0.00%	0.0%
Network Health, LLC	0	0	0	73	73	0.00%	0.0%
Tufts Associated HMO, Inc. ⁴	2,556	2,485	2,310	2,203	(107)	-4.63%	1.5%
Totals	142,833	143,280	145,394	147,819	2,425	1.67%	100.0%

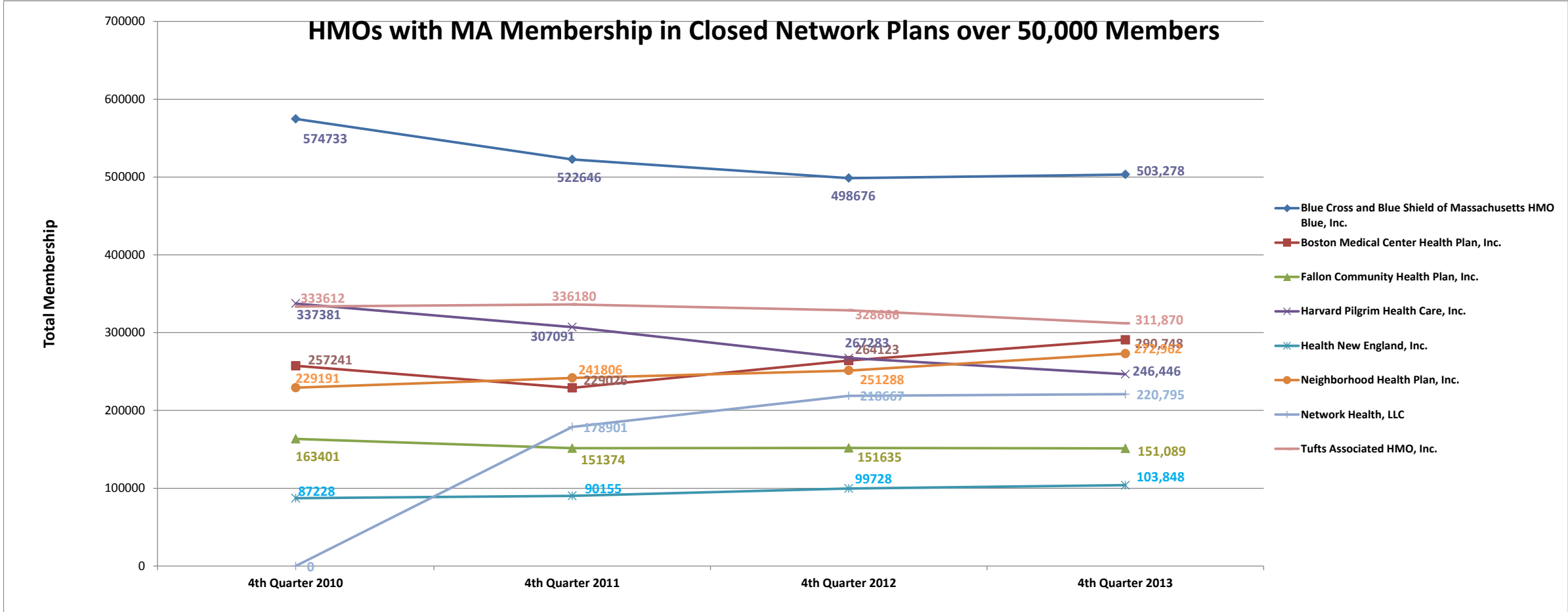
¹ Information reported by HMOs as of the end of the fourth quarter of 2013 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

² Effective September 1, 2010, Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.

³ Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

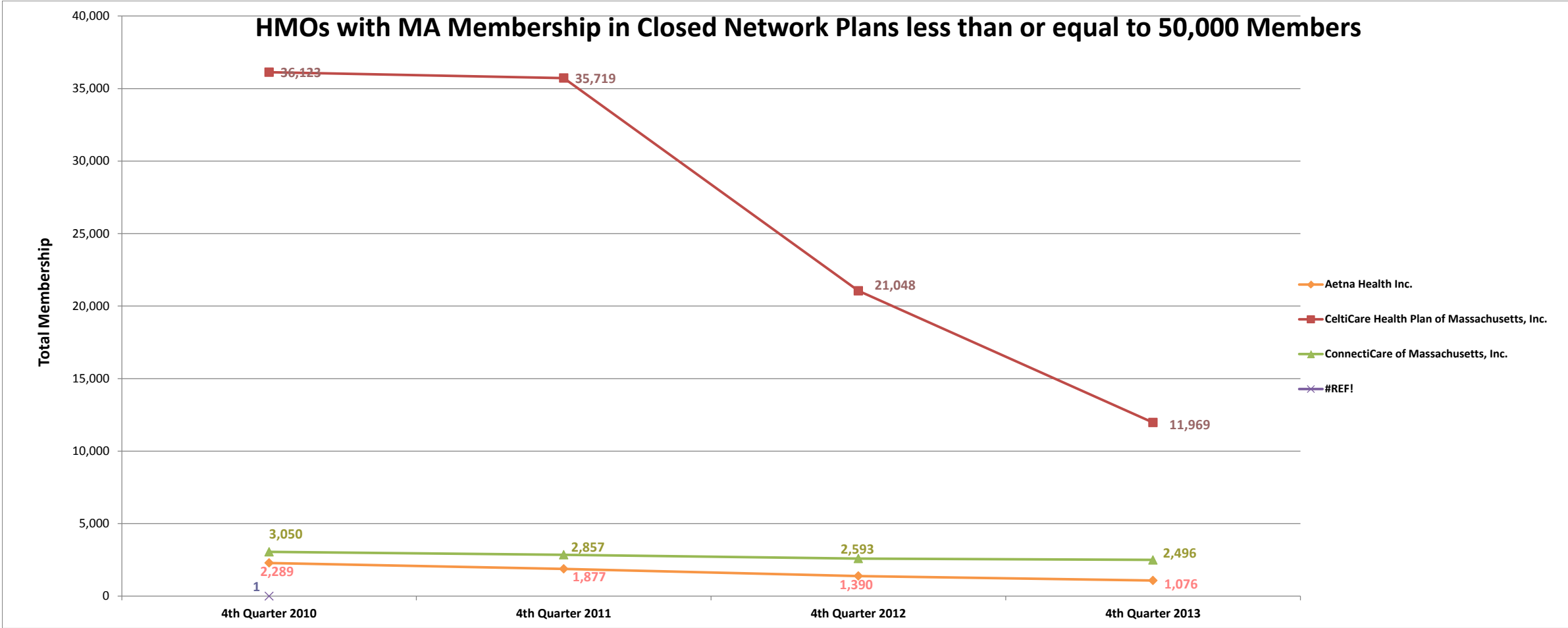
⁴ Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP).

COMPARISON OF 4TH QUARTER MEMBERSHIP TO LAST THREE QUARTERS



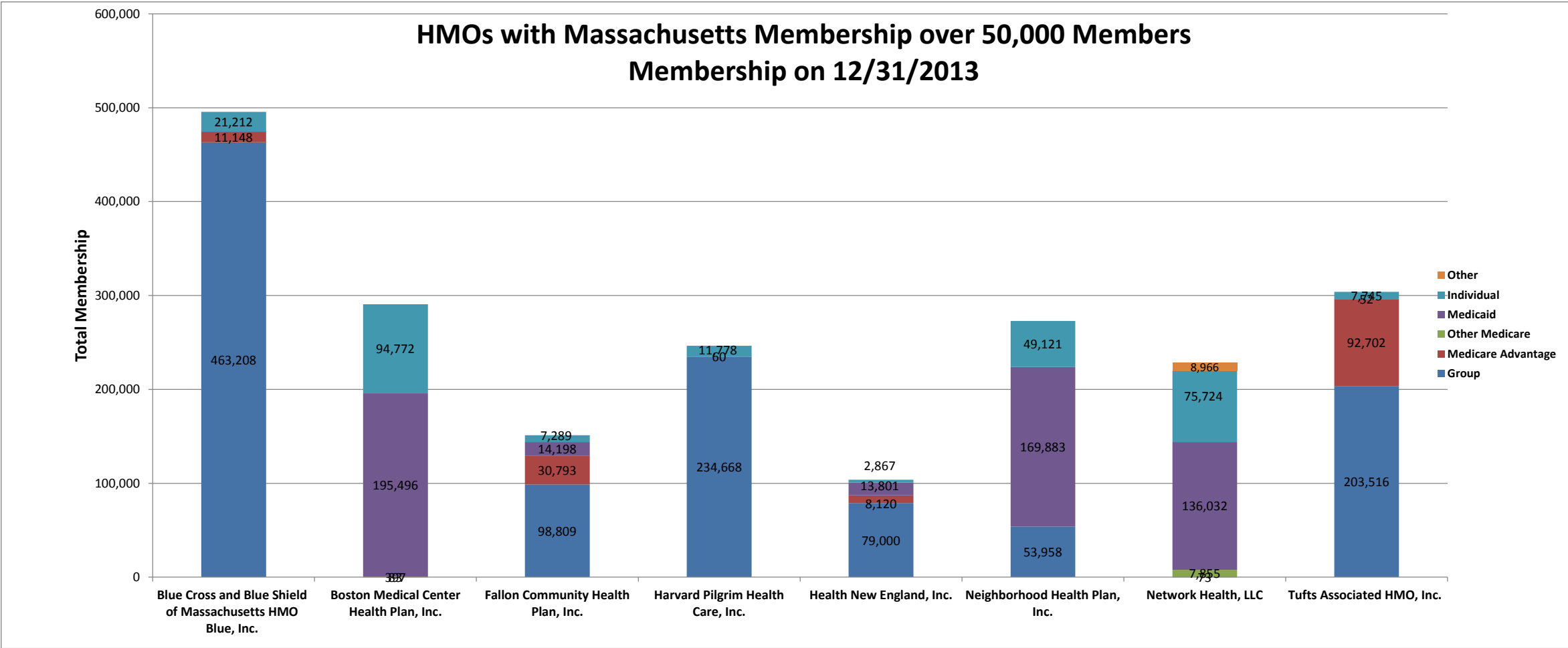
¹ Network Health, LLC was not licensed until October 1, 2011. The 3rd quarter 2011 membership report includes Network Health, LLC for the first time.

COMPARISON OF 4TH QUARTER MEMBERSHIP TO LAST THREE QUARTERS



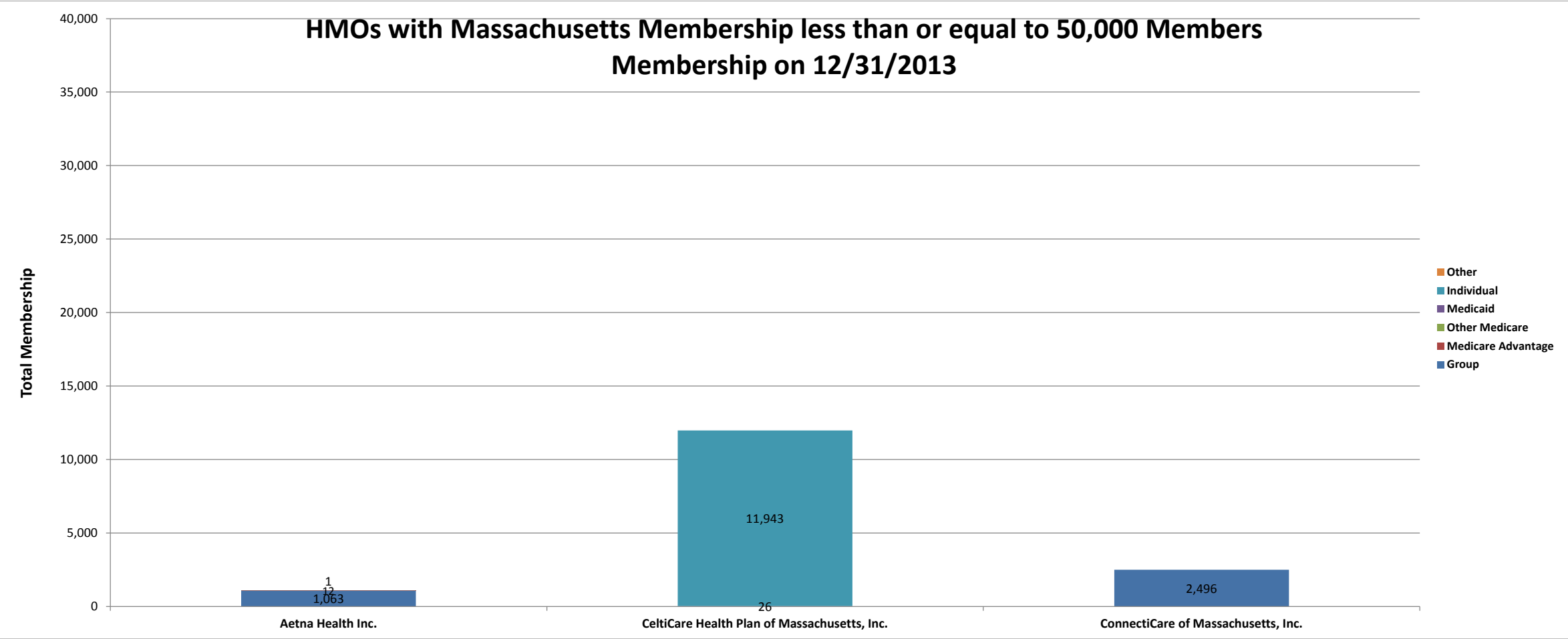
¹ CeltiCare Health Plan of Massachusetts, Inc. was not licensed until 2009. The 4th quarter 2009 membership report includes CeltiCare Health Plan of Massachusetts, Inc. for the first time.

COMPARISON OF 4TH QUARTER MEMBERSHIP TO LAST THREE QUARTERS



¹ Individual membership includes enrollment in Commonwealth Care for Boston Medical Center Health Plan, Inc., Fallon Community Health Plan, Inc., Neighborhood Health Plan, Inc., and Network Health, LLC.

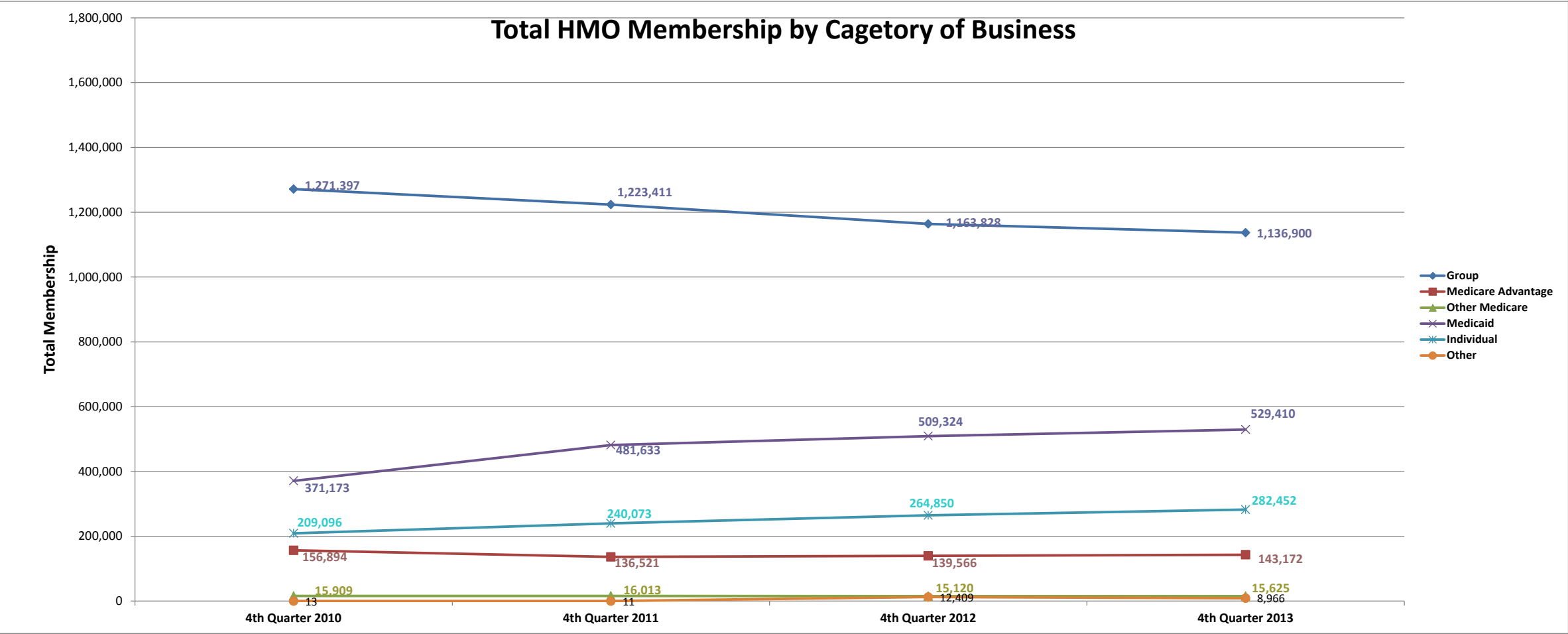
COMPARISON OF 4TH QUARTER MEMBERSHIP TO LAST THREE QUARTERS



¹ Individual membership includes enrollment in Commonwealth Care for CeltiCare Health Plan of Massachusetts, Inc.

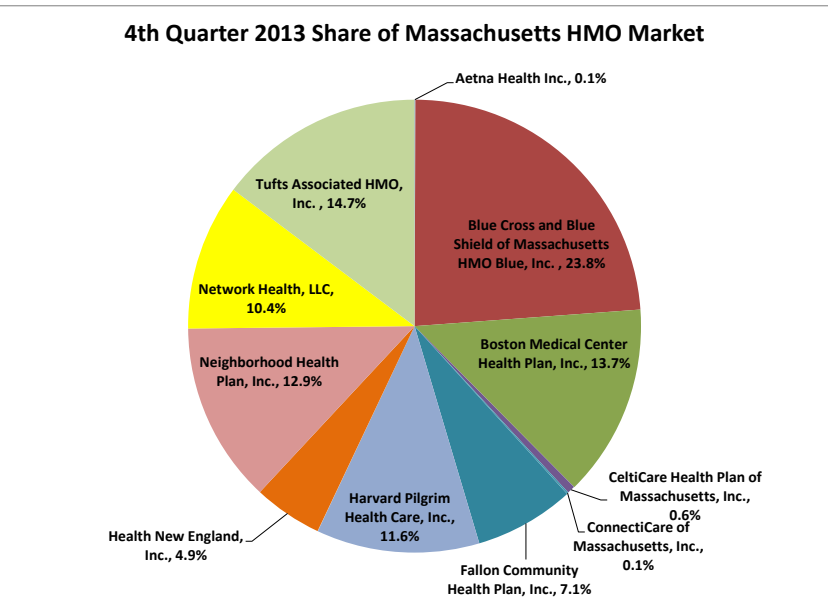
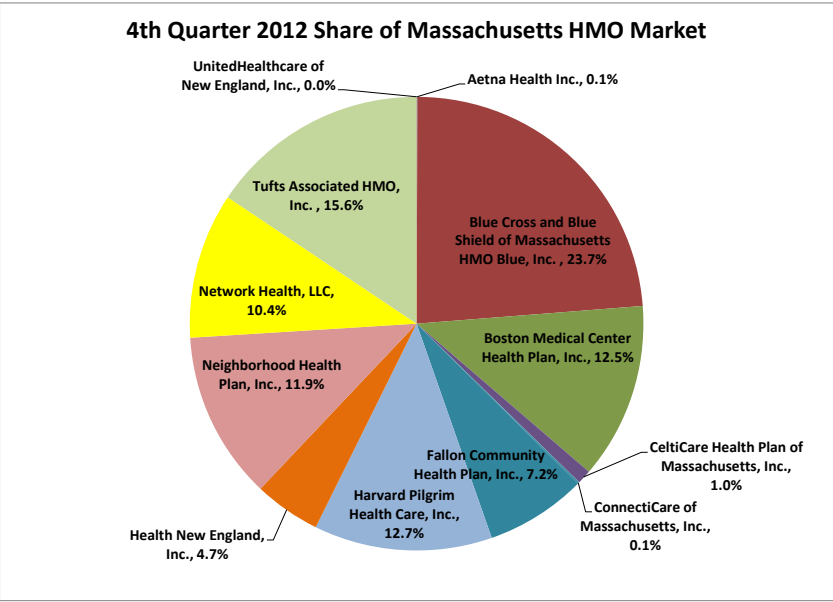
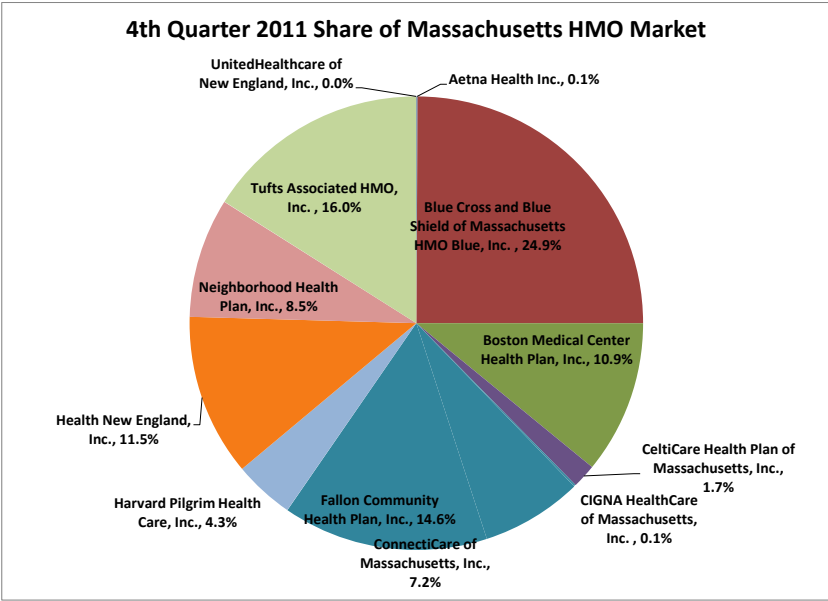
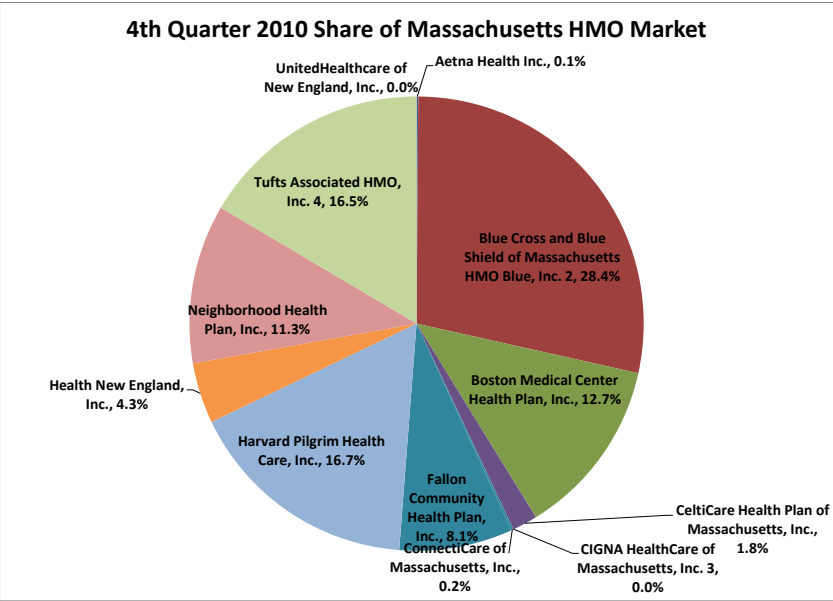
² Effective December 1, 2011, UnitedHealthcare of New England, Inc. ceased offering small group health plans in Massachusetts and began nonrenewing all small group health business as of January 1, 2012.

COMPARISON OF 4TH QUARTER MEMBERSHIP TO LAST THREE QUARTERS



¹ Individual membership includes enrollment in Commonwealth Care for Boston Medical Center Health Plan, Inc., Fallon Community Health Plan, Inc., Neighborhood Health Plan, Inc., CeltiCare Health Plan of Massachusetts, Inc., and Network Health, LLC.

COMPARISON OF 4TH QUARTER MEMBERSHIP TO LAST THREE QUARTERS



¹ Membership charts reflect those persons enrolled only in closed network plans; so-called "dual certificate option" plan (POS) members and insured preferred provider plan members are not included in this report.

² CeltiCare Health Plan of Massachusetts, Inc. was not licensed until 2009. The 4th quarter 2009 membership report includes CeltiCare Health Plan of Massachusetts, Inc. for the first time.

³ Network Health, LLC was not licensed until October 1, 2011. The 3rd quarter 2011 membership report includes Network Health, LLC for the first time.

Massachusetts Division of Insurance
Quarterly Report of Health Maintenance Organization Membership in Closed Network Health Plans
as of December 31, 2013¹

TOTAL MEMBERSHIP BY COUNTY

Closed Network

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
Aetna Health Inc. ²	31	5	39	0	86	3	127	29	334	0	126	97	106	93	1,076
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ³	15,445	10,427	37,031	993	63,676	4,948	21,880	10,362	129,799	920	57,960	44,681	37,500	67,656	503,278
Boston Medical Center Health Plan, Inc.	15,735	18,479	47,357	13	20,105	7,553	73,346	11,177	15,268	43	12,319	19,070	33,240	17,043	290,748
CeltiCare Health Plan of Massachusetts, Inc.	620	35	713	238	2,075	313	814	276	2,172	111	933	623	2,044	1,002	11,969
ConnectiCare of Massachusetts, Inc.	0	20	0	0	0	126	1,773	567	0	0	0	0	1	9	2,496
Fallon Community Health Plan, Inc.	293	1,484	4,537	0	6,937	1,752	9,710	3,437	17,415	2	4,103	4,649	1,219	95,551	151,089
Harvard Pilgrim Health Care, Inc.	13,216	354	17,095	1,251	29,097	541	1,266	2,201	69,733	425	33,268	23,547	22,277	32,175	246,446
Health New England, Inc.	7	11,877	12	2	16	10,748	58,531	21,186	29	0	9	6	22	1,403	103,848
Neighborhood Health Plan, Inc.	6,304	575	18,701	1,803	54,193	228	5,545	419	61,674	1,248	27,825	19,391	59,871	15,185	272,962
Network Health, LLC ⁴	4,376	1,551	11,120	1,560	32,607	894	9,588	1,359	58,432	842	14,477	12,986	24,387	46,616	220,795
Tufts Associated HMO, Inc. ⁵	9,251	2,439	23,623	42	39,754	1,394	10,399	3,491	97,157	17	40,347	28,308	21,163	34,485	311,870
Total HMO Members	65,278	47,246	160,228	5,902	248,546	28,500	192,979	54,504	452,013	3,608	191,367	153,358	201,830	311,218	2,116,577
2012 Massachusetts Population ⁷	215,423	130,016	551,082	17,041	755,618	71,540	465,923	159,795	1,537,215	10,298	681,845	499,759	744,426	806,163	6,646,144
Market Penetration Rate ⁸	30.30%	36.34%	29.08%	34.63%	32.89%	39.84%	41.42%	34.11%	29.40%	35.04%	28.07%	30.69%	27.11%	38.60%	31.85%

PPO

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
Aetna Health Inc. ²	3	4	9	0	39	1	59	14	71	0	34	20	30	39	323
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ³	4,047	1,139	6,360	582	14,031	969	4,339	1,955	36,513	1,093	15,743	7,699	10,004	11,556	116,030
Boston Medical Center Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CeltiCare Health Plan of Massachusetts, Inc.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ConnectiCare of Massachusetts, Inc.	0	5	0	0	0	12	212	74	1	0	0	0	0	0	304
Fallon Community Health Plan, Inc.	0	0	0	0	0	0	0	8	0	0	0	0	114	2	124
Harvard Pilgrim Health Care, Inc.	479	32	922	174	3,256	56	98	189	9,866	56	3,932	1,583	2,796	2,161	25,600
Health New England, Inc.	17	351	7	0	36	201	1,564	774	53	0	18	7	13	121	3,162
Neighborhood Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Network Health, LLC ⁴	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tufts Associated HMO, Inc. ⁵	37	13	71	1	214	12	23	54	900	3	384	129	251	111	2,203
Total HMO Members	4,583	1,544	7,369	757	17,576	1,251	6,295	3,068	47,404	1,152	20,111	9,438	13,208	13,990	147,746
2012 Massachusetts Population ⁶	215,423	130,016	551,082	17,041	755,618	71,540	465,923	159,795	1,537,215	10,298	681,845	499,759	744,426	806,163	6,646,144
Market Penetration Rate ⁷	2.13%	1.19%	1.34%	4.44%	2.33%	1.75%	1.35%	1.92%	3.08%	11.19%	2.95%	1.89%	1.77%	1.74%	2.22%

¹ Information reported by HMOs as of the end of the fourth quarter of 2013 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

² Effective September 1, 2010, Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.

³ Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

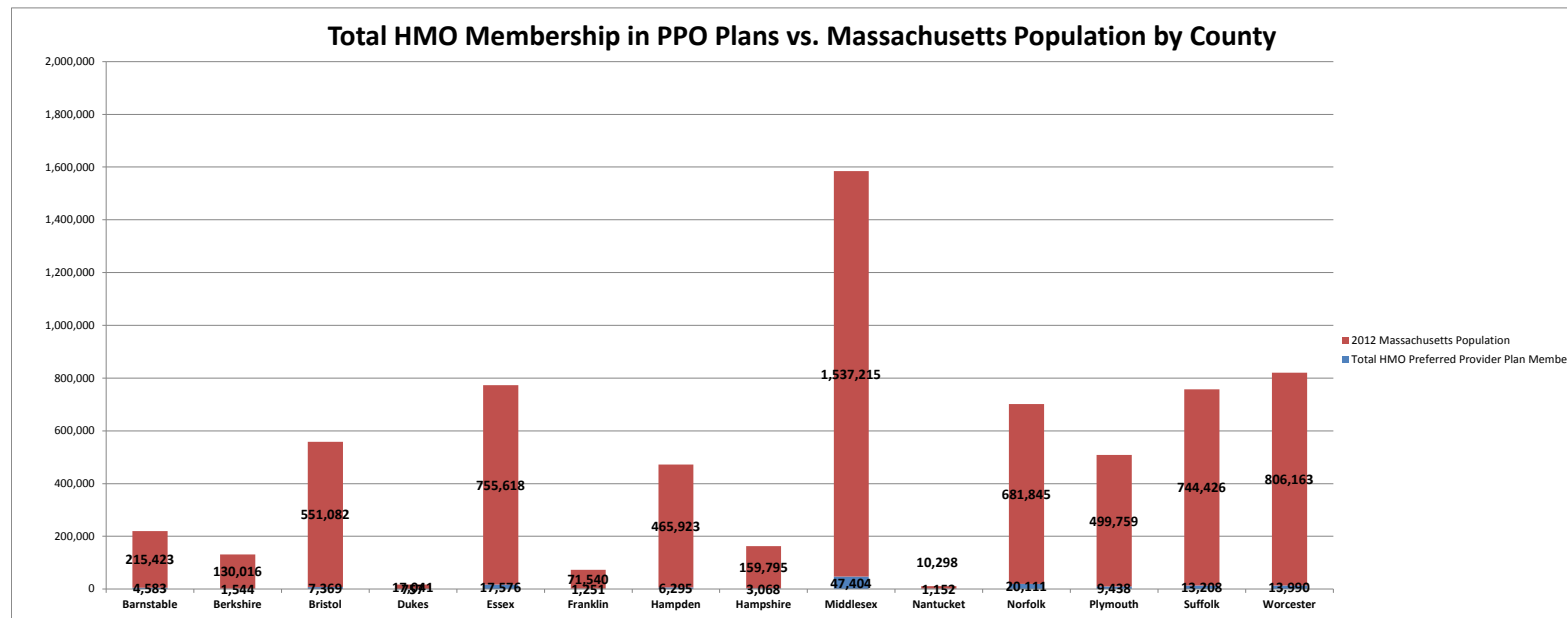
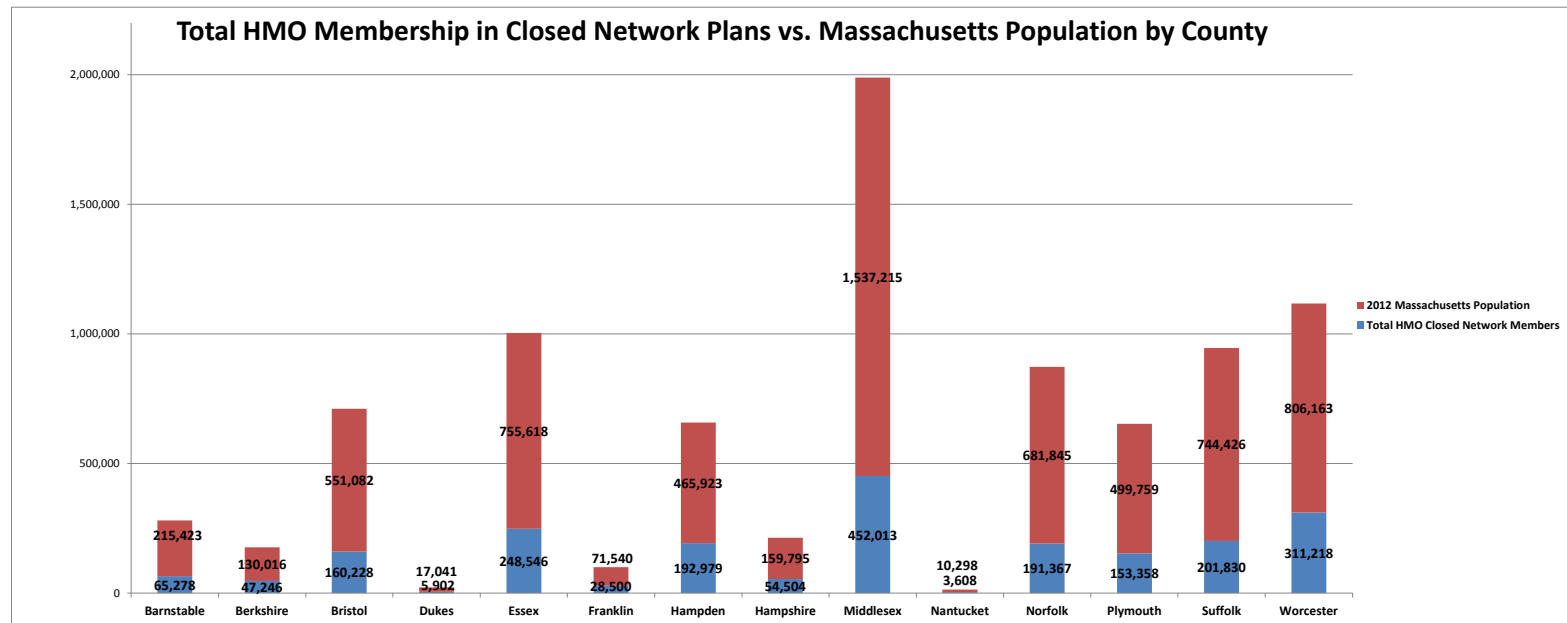
⁴ Network Health, LLC only offered coverage to enrollees of the Medicaid and Commonwealth Care programs.

⁵ Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP").

⁶ 2012 Population Source: Table 1: Annual County Resident Population Estimates by Age, Sex, Race, and Hispanic Origin: April 1, 2010 to July 1, 2012 (PEPSR6H). Source: Population Division, U.S. Census Bureau. Release Date: June 2013.

⁷ Total HMO members in each county divided by the 2012 population in each county.

TOTAL MEMBERSHIP BY COUNTY



Massachusetts Division of Insurance
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as of December 31, 2013 ¹

GROUP MEMBERSHIP BY COUNTY

Closed Network

Group ^{2,3} Members	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at
	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter
Aetna Health Inc. ⁴	31	5	39	0	82	3	127	29	327	0	124	97	106	93	1,063
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ⁵	13,431	10,019	34,334	841	59,459	4,286	19,102	9,385	119,649	792	53,103	41,509	34,994	62,304	463,208
Boston Medical Center Health Plan, Inc.	0	0	6	0	3	0	0	0	39	0	10	10	15	0	83
CeltiCare Health Plan of Massachusetts, Inc.	0	0	0	0	0	0	0	0	2	0	8	0	16	0	26
ConnectiCare of Massachusetts, Inc.	0	20	0	0	0	126	1,773	567	0	0	0	0	1	9	2,496
Fallon Community Health Plan, Inc.	140	1,383	3,633	0	5,958	1,446	7,380	3,109	12,539	0	2,820	3,592	949	55,860	98,809
Harvard Pilgrim Health Care, Inc.	12,088	325	16,412	1,116	27,941	523	1,235	2,153	65,752	350	31,372	22,282	21,320	31,799	234,668
Health New England, Inc.	5	9,874	3	2	10	8,357	42,079	17,308	24	0	8	5	12	1,313	79,000
Neighborhood Health Plan, Inc.	2,140	0	2,617	735	11,696	7	184	14	12,865	435	6,555	3,178	11,027	2,505	53,958
Network Health, LLC	0	0	3	0	8	0	2	0	19	0	12	0	5	24	73
Tufts Associated HMO, Inc. ⁶	5,537	2,143	16,301	35	27,151	1,240	4,467	2,409	57,152	15	25,933	20,366	15,978	24,789	203,516
Total Group Members	33,372	23,769	73,348	2,729	132,308	15,988	76,349	34,974	268,368	1,592	119,945	91,039	84,423	178,696	1,136,900

PPO

Group ^{4,5} Members	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at
	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter
Aetna Health Inc. ⁴	3	4	9	0	39	1	59	14	71	0	34	20	30	39	323
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ⁵	2,219	943	4,839	445	11,359	330	2,344	1,044	31,349	959	12,937	5,940	8,631	7,036	90,375
ConnectiCare of Massachusetts, Inc.	0	5	0	0	0	12	212	74	1	0	0	0	0	0	304
Harvard Pilgrim Health Care, Inc.	429	25	886	153	3,182	56	93	188	9,535	53	3,798	1,527	2,717	2,103	24,745
Health New England, Inc.	17	339	7	0	36	124	1,274	655	53	0	18	7	13	121	2,664
Tufts Associated HMO, Inc. ⁶	37	13	71	1	212	12	23	52	889	3	381	129	245	111	2,179
Total Group Members	2,705	1,329	5,812	599	14,828	535	4,005	2,027	41,898	1,015	17,168	7,623	11,636	9,410	120,590

¹ Information reported by HMOs as of the end of the fourth quarter of 2013 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

² Includes all commercial group members as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0."

³ Carriers that do not have any "Group" business are not reflected on this report.

⁴ Effective September 1, 2010, Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.

⁵ Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

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MEDICARE ADVANTAGE MEMBERSHIP BY COUNTY

Closed Network

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at
Medicare Advantage Members ^{2,3}	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter
Aetna Health Inc. ⁴	0	0	0	0	3	0	0	0	7	0	2	0	0	0	12
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ⁵	510		708		987	426	1,794	481	1,340		1,078	740	327	2,757	11,148
Boston Medical Center Health Plan, Inc.	6	0	50	0	0	0	142	0	62	40	97	0	0	0	397
Fallon Community Health Plan, Inc.	126	2	296	0	207	199	1,870	91	1,861	1	424	178	85	25,453	30,793
Health New England, Inc.	0	100	0	0	0	1,332	4,541	2,143	1	0	0	0	0	3	8,120
Tufts Associated HMO, Inc. ⁶	3,022	0	6,620	0	10,949	0	5,496	763	34,844	0	12,664	6,875	4,052	7,417	92,702
Total Medicare Advantage Members	3,664	102	7,674	0	12,146	1,957	13,843	3,478	38,115	41	14,265	7,793	4,464	35,630	143,172

PPO

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at
Medicare Advantage Members ^{2,3}	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ⁵	1,438		1,224		1,874	560	1,849	729	2,728		1,772	1,309	747	4,143	18,373
Fallon Community Health Plan, Inc.	0	0	0	0	0	0	0	8	0	0	0	0	114	2	124
Health New England, Inc.	0	12	0	0	0	77	290	119	0	0	0	0	0	0	498
Total Medicare Advantage Members	1,438	12	1,224	0	1,874	637	2,139	856	2,728	0	1,772	1,309	861	4,145	18,995

¹ Information reported by HMOs as of the end of the fourth quarter of 2013 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

² Includes all members enrolled in the HMO under a Medicare Advantage contract with the Centers for Medicare and Medicaid Services as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0."

³ Carriers that do not have any "Medicare Advantage" business are not reflected on this report.

⁴ Effective September 1, 2010, Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.

⁵ Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

⁶ Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP).

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OTHER MEDICARE MEMBERSHIP BY COUNTY

Closed Network

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at
Other Medicare Members ^{2,3}	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ^{4,5}	348	56	929	13	919	9	421	41	2,382	1	870	754	372	595	7,710
Health New England, Inc.	0	13	1	0	0	9	24	12	1	0	0	0	0	0	60
Tufts Associated HMO, Inc. ⁶	361	202	301	2	898	112	299	186	2,318	0	769	414	573	1,420	7,855
Total Other Medicare Members	709	271	1,231	15	1,817	130	744	239	4,701	1	1,639	1,168	945	2,015	15,625

PPO

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at
Other Medicare Members ^{4,5}	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter
N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Other Medicare Members	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

¹ Information reported by HMOs as of the end of the fourth quarter of 2013 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

² Includes all members enrolled in other Medicare plans including, for example, so-called "Medicare Wrap-Around" policies as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1."

³ Carriers that do not have any "Other Medicare" business are not reflected on this report.

⁴ Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

⁵ Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. offers a group "Medicare Wrap-Around" product under the name "Managed Blue for Seniors."

⁶ Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP). TAHMO offers a group "Medicare Wrap-Around" product under the name "Tufts Medicare Complement" (TMC).

Massachusetts Division of Insurance
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as of December 31, 2013 ¹

MEDICAID MEMBERSHIP BY COUNTY

Closed Network

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at
Medicaid² Members³	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter
Boston Medical Center Health Plan, Inc.	8,552	12,868	35,534	7	10,384	4,983	61,994	7,289	6,387	0	6,155	12,440	19,380	9,523	195,496
Fallon Community Health Plan, Inc.	9	1	10	0	22	22	93	8	1,298	1	294	3	23	12,414	14,198
Health New England, Inc. ⁴	2	1,328	8	0	6	721	10,768	918	3	0	1	0	5	41	13,801
Neighborhood Health Plan, Inc.	2,297	573	13,101	568	33,997	198	4,845	382	35,666	326	15,212	12,651	40,210	9,857	169,883
Network Health, LLC	2,314	584	6,161	391	21,074	611	5,822	570	35,156	243	6,562	7,186	15,234	34,124	136,032
Tufts Associated HMO, Inc. ⁵	52	0	0	0	0	0	0	0	0	0	0	0	0	0	52
Total Medicaid Members	13,174	15,354	54,814	966	65,483	6,535	83,522	9,167	78,510	570	28,224	32,280	74,852	65,959	529,410

PPO

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at	Members at
Medicaid² Members³	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter	End of Quarter
N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Medicaid Members	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

¹ Information reported by HMOs as of the end of the fourth quarter of 2013 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

² Includes all members enrolled in the HMO in which reimbursement is provided pursuant to Title XIX of the Federal Social Security Act as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1."

³ Carriers that do not have any "Medicaid" business are not reflected on this report.

⁴ Effective July 1, 2010 Health New England, Inc. began enrolling Medicaid members.

⁵ Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP).

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INDIVIDUAL MEMBERSHIP BY COUNTY

Closed Network

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
Individual Members ^{2,3}															
Aetna Health Inc. ⁴	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ⁵	1,156	352	1,060	139	2,311	227	563	455	6,428	127	2,909	1,678	1,807	2,000	21,212
Boston Medical Center Health Plan, Inc. ⁶	7,177	5,611	11,767	6	9,718	2,570	11,210	3,888	8,780	3	6,057	6,620	13,845	7,520	94,772
CeltiCare Health Plan of Massachusetts, Inc. ⁷	620	35	713	238	2,075	313	814	276	2,170	111	925	623	2,028	1,002	11,943
Fallon Community Health Plan, Inc. ⁸	18	98	598	0	750	85	367	229	1,717	0	565	876	162	1,824	7,289
Harvard Pilgrim Health Care, Inc.	1,128	29	683	135	1,156	18	31	48	3,981	75	1,896	1,265	957	376	11,778
Health New England, Inc.	0	562	0	0	0	329	1,119	805	0	0	0	1	5	46	2,867
Neighborhood Health Plan, Inc. ⁹	1,867	2	2,983	500	8,500	23	516	23	13,143	487	6,058	3,562	8,634	2,823	49,121
Network Health, LLC ¹⁰	1,754	748	3,992	1,157	10,364	180	3,117	568	21,619	597	7,039	4,969	8,501	11,119	75,724
Tufts Associated HMO, Inc. ¹¹	279	94	401	5	756	42	137	133	2,843	2	981	653	560	859	7,745
Total Individual Members	13,999	7,531	22,197	2,180	35,631	3,787	17,874	6,425	60,681	1,402	26,430	20,247	36,499	27,569	282,452

PPO

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
Individual Members ^{4,5}															
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. ⁵	390	196	297	137	798	79	146	182	2,436	134	1,034	450	626	377	7,282
Harvard Pilgrim Health Care, Inc.	50	7	36	21	74	0	5	1	331	3	134	56	79	58	855
Tufts Associated HMO, Inc. ¹¹	0	0	0	0	2	0	0	2	11	0	3	0	6	0	24
Total Individual Members	440	203	333	158	874	79	151	185	2,778	137	1,171	506	711	435	8,161

¹ Information reported by HMOs as of the end of the fourth quarter of 2013 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

² Includes all members who do not belong to a group and who contract directly with the HMO as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0." This includes persons enrolled in closed guaranteed issue managed care plans offered between October 1, 1997 and July 1, 2007, and persons covered under so-called closed health plans offered prior to October 1, 1997.

³ Carriers that do not show any "Individual" members are not reflected on this report.

⁴ Effective September 1, 2010 Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.

⁵ Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

⁶ Boston Medical Center Health Plan, Inc.'s figure includes 94,814 individuals enrolled through the Connector Commonwealth Care plan through December 31, 2013.

⁷ CeltiCare Health Plan of Massachusetts, Inc.'s figure includes 11,555 individuals enrolled through the Connector Commonwealth Care plan through December 31, 2013.

⁸ Fallon Community Health Plan, Inc.'s figure includes 3,880 individuals enrolled through the Connector Commonwealth Care plan through December 31, 2013.

⁹ Neighborhood Health Plan, Inc.'s figure includes 31,835 individuals enrolled through the Connector Commonwealth Care plan through December 31, 2013.

¹⁰ Network Health, LLC's figure includes 75,365 individuals enrolled through the Connector Commonwealth Care plan through December 31, 2013.

¹¹ Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP).

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OTHER MEMBERSHIP BY COUNTY

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
Other² Members³	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
Network Health, LLC⁴	308	219	964	12	1,161	103	647	221	1,638	2	864	831	647	1,349	8,966
Total Other Members	308	219	964	12	1,161	103	647	221	1,638	2	864	831	647	1,349	8,966

PPO

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
Other² Members³	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Other Members	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

¹ Information reported by HMOs as of the end of the fourth quarter of 2013 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

² Includes all members enrolled in the HMO whose group coverage and COBRA coverage have expired and who have converted to an individual (conversion) policy as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.1." This includes persons who enrolled in group conversion plans offered prior to October 1, 1997.

³ Carriers that do not have any members in closed group conversion plans are not reflected in this report.

⁴ This membership for Network Health, LLC consists of Medical Security Program members that is administered on behalf of the Department of Unemployment Assistance.